



OFFICE OF THE DIRECTOR OF NATIONAL INTELLIGENCE

L E A D I N G I N T E L L I G E N C E I N T E G R A T I O N

General Position Information

Job Title: Ombudsman Program Manager & Staff Officer

Position Number: CO073

Position Grade: GS14

Salary Range: \$103,690 - \$159,286 (not applicable for detailees)

Vacancy Open Period: 10/04/2021 – 10/26/2021

Position Type: Cadre, Detailee

Who May Apply: Internal ODNI Candidates, Detailees

Division: DNI/COO/OMBUDS

Duty Location: McLean, VA

Security Clearance: TS/SCI with CI Polygraph

Travel Required: 0-25% Travel

Relocation Expenses: For new ODNI employees, reimbursement for relocation is discretionary based on availability of funds.

Job Interview Travel: Candidates from outside the Washington, D.C., area may be selected for a telephone, teleconference, or in-person interview. If selected for an in-person interview, any travel or lodging will be at the applicant's personal expense.

Position Information

This is an opportunity for:

- An internal candidate to fill a GS-14 cadre position.
- A Federal Government employee to serve on a two-year reimbursable detail assignment in the ODNI. The detail assignment may be extended an additional year if all parties agree.

Who May Apply

- For a cadre assignment:
 - Current ODNI permanent cadre.
- For a detailee assignment:
 - Current Federal Government employees at the same grade or up to one grade lower than the advertised positions grade may apply.



Salary Determination

- The ODNI uses a rank-in-person system in which rank is attached to the individual. A selected ODNI candidate or other Federal Government candidate will be assigned to the position at the employee's current GS grade and salary.
- A current Federal Government employee, selected for a detail, will be assigned to the position at his or her current grade and salary.

Component Mission

The Office of the Director of National Intelligence (ODNI) Chief Operating Officer (COO) has the responsibility for advising the Director of National Intelligence (DNI) and administering the DNI's vision and direction to the ODNI enterprise. This includes synchronizing policy, plans, procedures, and cross-functional issues. The COO is responsible for integrating the ODNI staff to execute all missions and tasks designated by the DNI and the Principal Deputy Director of National Intelligence (PDDNI), and for overseeing the internal management of the ODNI.

The COO oversees all ODNI business operations, including such areas as human resources, diversity & inclusion, finance and budget, information technology, security, facilities, and information management. The COO is also responsible for ODNI's emergency planning.

The incumbent serves as a Program Manager located in the Office of the Ombudsman. The incumbent will coordinate corporate projects that advance mediation, resiliency, health, and wellbeing activities and will help administer ODNI Organizational Dynamic Reviews of ODNI components. Assignments are highly collaborative and involve a wide range of complex policy reviews, drafting of ODNI and IC workforce-focused products, and development of key workforce initiatives.

Major Duties and Responsibilities (MDRs)

Plan, manage, and coordinate strategic and tactical projects, plan and execute action taskings associated with assigned projects, and provide project status and reporting.

Plan, manage, coordinate, and integrate work activities, assignments, and projects with managers internal to the ODNI to ensure their understanding and the effective completion of organizational health assessment initiatives and requirements.

Keep the ODNI Ombudsman apprised of all activities and initiatives under the auspices of the Office of the Ombudsman.

Coordinate integrated project teams to address corporate initiatives.

Coordinate integrated IC forums, teams, working groups etc. to address resilience, health, wellbeing, and Alternative Dispute Resolution (ADR) issues of common concern across the IC.

Facilitate policy, program, and administrative coordination of resilience, health, wellbeing, and Alternative Dispute Resolution (ADR) initiatives.

Develop, implement, and, manage the Office of the Ombudsman's unclassified web presence



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Develop, implement, and, manage the ODNI's Alternative Dispute Resolution program.

Facilitate training for all levels of the ODNI workforce

Manage the development, implementation, marketing and dissemination of Office of the Ombudsman products.

Apply a comprehensive knowledge of organizational management to programs to educate and support the overall achievement of ODNI's organizational health related objectives and priorities.

Exercise discretion in the handling Office of the Ombudsman information.

Protect personally identifiable information and maintaining confidentiality to the fullest extent practicable and in accordance with relevant laws and ODNI policy.

Conduct analysis of ODNI trends, administer assessments, and support resolution of systemic issues.

Other duties as assigned

Mandatory and Educational Requirements

Consistent exercise of discretion and superior judgement

Patience with a demonstrated propensity to exhibit a clam and measured temperament notwithstanding pressure, discomfort, or highly sensitive situations.

Flexibility, agility, and ability to embrace rapid change with a positive attitude

Ability to receive and provide constructive criticism

Extensive knowledge of the ODNI, mission, as well as ODNI administrative policies, procedures, and authorities.

Demonstrated research, planning, and organization skills, and demonstrated ability to manage changing and competing priorities under strict timelines while maintaining a high level of attention to detail

Understanding of the nature and causes of institutional barriers to conflict resolution; extensive knowledge of personnel management principals, in general.

Program management, analytic, and critical thinking skills, including demonstrated ability to conduct program assessments, identify needs and requirements, and develop recommendations for the successful implementation of programs.

Demonstrated ability to draft clear, cogent, and concise reports for senior executive level managers.

Demonstrated ability to work build and sustain professional relationships and exert influence effectively at all levels within and across organizations; demonstrated ability to lead ODNI initiatives and encourage information sharing.

Demonstrated ability to communicate, both verbally and in writing, complex information in a clear, concise manner that is targeted to and meets the needs of diverse audiences with different perspectives and objectives.



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Demonstrated ability to work effectively both independently and in a team or collaborative environment, mentor junior colleagues, and utilize strong organizational and interpersonal problem solving skills.

Demonstrated ability to establish regular contact with high-level internal resources and customers, supplying or seeking information on the organizational health of the ODNI or the collaboration efforts among resiliency, health, and wellness professionals in the IC.

Demonstrated ability to listen to, clarify, and convey an understanding of others' ideas, comments, and questions, and integrate and build upon diverse opinions in a manner that encourages the formation of integrated solutions and positions

Demonstrated ability to assess and manage tasking's, collaborate on goal setting, and support personal and professional development of all levels of personnel.

Demonstrated skill in negotiating and consulting and superior judgment in applying principles to identify and solve problems.

Desired Requirements

Experience:

Providing guidance and recommending solutions to complex systemic organizational issues

Developing matrices to identify potentially high reputational risk areas for leadership to address

At least one year of project management experience comparable to the next lower level in this occupation.

Education: BA, BS, MS, MA, JD, LLM or 20+ years of work experience

Certifications/Licenses: Federal mediation certification highly desirable

Key Requirements and How to Apply

Internal ODNI Candidates:

A complete application package must include:

- a. **RESUME:** Applicants are encouraged to carefully review the vacancy announcement, particularly the MDRs, and construct their resume to highlight their most significant experience and qualifications relevant to this job opportunity.
- b. **PERFORMANCE EVALUATIONS:** Applicants are required to provide their two most recent performance evaluations. A justification is required in the cover letter if the applicant is unable to provide the two most recent evaluations.
- c. **VACANCY NUMBER:** Reference the vacancy number in the subject line of the email and on each document submitted.



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- d. **COVER LETTER:** Applicants must submit a cover letter as a supplement to the resume to elaborate on their qualifications and previous work performed.

WHERE TO SUBMIT: *Internal ODNI Cadre Candidates must submit an application through the classified [JobsDNI website](#).* For current employees who do not currently have access to internal systems, applications should be sent to either DNI-HR-HRM-TEAMA-Mailbox@cia.ic.gov (classified email system) or Recruitment_TeamA@dni.gov (unclassified email system). Applicants experiencing technical issues may submit their application via email to either email system.

Applications submitted through the classified email system should NOT contain classified information above the TS//SI//TK//NOFORN level.

CURRENT FEDERAL EMPLOYEES APPLYING FOR A DETAIL ASSIGNMENT:

Applicants from federal agencies within the Intelligence Community (IC) may be considered for this position as a reimbursable detailee, if endorsed by the employing agency. Applicants must have current TS/SCI clearances with polygraph or have the ability to obtain one. The ODNI does not conduct polygraphs or provide security clearances for detailees.

Applicants from federal agencies outside the IC must provide:

- a. **WRITTEN ENDORSEMENT** from the employing agency concurring with the detail.
- b. **RESUME:** Applicants are encouraged to carefully review the vacancy announcement, particularly the MDRs, and construct their resume to highlight their most significant experience and qualifications relevant to this job opportunity.
- c. **PERFORMANCE EVALUATIONS:** Applicants are required to provide their two most recent performance evaluations. A justification is required in the cover letter if the applicant is unable to provide the two most recent evaluations.
- d. **VACANCY NUMBER:** Reference the vacancy number in the subject line of the email and on each document submitted.
- e. **CURRENT SF-50:** Federal Government employees must provide an SF-50, "Notification of Personnel Action" to verify current federal status, position, title, grade, and organization of record. Please disregard if you are not a Federal Government employee.
- f. **COVER LETTER:** Applicants must submit a cover letter as a supplement to the resume to elaborate on their qualifications and previous work performed.

WHERE TO SUBMIT: *Applicants from within the IC must submit an application through the classified [IC Joint Duty Program website](#).* Applicants from federal agencies outside the IC should be sent to either DNI-HR-HRM-TEAMA-Mailbox@cia.ic.gov (classified email system) or Recruitment_TeamA@dni.gov (unclassified email system).

All attachments should be in Microsoft Word or Adobe PDF format.



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Applications submitted through the classified email system should NOT contain classified information above the TS//SI//TK//NOFORN level.

All Applicants:

APPLICATION PACKAGES MUST CONTAIN ALL ITEMS LISTED ABOVE. AN INCOMPLETE APPLICATION PACKAGE WILL BE INELIGIBLE FOR CONSIDERATION.

Your application MUST be received by midnight on the closing date of this announcement. Applications received after the closing date will NOT be eligible for consideration.

To verify receipt of your application package ONLY, you may call 703-275-3799.

What to Expect Next

The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 30 days of the closing date of this announcement. Due to the large number of applications received, applicants will be contacted ONLY if they have been selected for an interview.

Agency Contact Information

ODNI Recruitment; Phone 703-275-3799; Email: Recruitment_TeamA@dni.gov

Other Information

The ODNI is an equal opportunity employer and abides by applicable employment laws and regulations.

REASONABLE ACCOMMODATIONS FOR PERSONS WITH DISABILITIES: The ODNI provides reasonable accommodations to otherwise qualified applicants with disabilities. IF YOU NEED A REASONABLE ACCOMMODATION for any part of the application and hiring process, please notify the Intelligence Community Equal Employment Opportunity and Diversity Office Representative by classified email at DNI_Reasonable_Accommodation_WMA@cia.ic.gov and DNI_Diversity_WMA@cia.ic.gov, by unclassified email at DNI_DRA@dni.gov, by telephone at 703-275-3900 or by FAX at 703-275-1217 . Your request for reasonable accommodation will be addressed on a case-by-case basis. **PLEASE DO NOT SUBMIT YOUR APPLICATION TO THE EEOC EMAIL ADDRESS. THIS EMAIL IS FOR REASONABLE ACCOMMODATION REQUESTS ONLY. PLEASE SUBMIT YOUR APPLICATION VIA THE EMAIL ADDRESS PROVIDED IN THE 'HOW TO APPLY' SECTION ABOVE.**